

**CODE: 1002**  
**FLSA: NON-EXEMPT**  
**GRADE: 12**

**TOWN OF VIENNA, VIRGINIA**  
**JOB DESCRIPTION**

**JOB TITLE: EXECUTIVE SECRETARY**  
**TOWN MANAGER'S OFFICE**

**GENERAL STATEMENT OF JOB**

Under general supervision, performs highly responsible administrative and secretarial work in the coordination of the daily operations for the Town Manager's Office. Work involves the responsibility for serving as Secretary to the Town Manager handling problems, complaints, and requests from the public which are directed to a high level official of the Town; performing work independently with initiative, exercising independent judgment, and is evaluated for adherence to instructions and established procedures upon completion; utilizing advance secretarial skills to address a wide range of work situations involving highly sensitive and confidential information; and working with department heads, Council members, elected officials, and the general public. Reports to the Town Manager.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Performs secretarial duties for the Town Manager.

Maintains files and general record for the Town Manager's Office.

Types and edits Town budget.

Types and distributes Administrative Regulations.

Receives and handles telephone calls from citizens, Council, local proprietors, various other companies regarding various community issues, etc.; determines appropriate action.

Receives all incoming correspondences and e-mails from internal and external sources determining proper course of action.

Responds to requests for information and materials, which can be assembled by contacting other departments or from files and records.

Schedules meetings/appointments for the Town Manager; notifies attendees; obtains or copies material requested; reserves rooms.

Serves as liaison between the Town Manager and Town Officials of all levels.

Maintains effective working relationship with employees, officials, and the public.

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Handles public relation problems courteously and tactfully.

Orders office supplies for the Town Manager's Office.

Provides administrative and secretarial assistance to the Mayor, Town Attorney, and other departments as needed.

Receives and/or reviews various records and reports such as memoranda, letters, e-mails, faxes, personnel forms, evaluations, and telephonic.

Prepares and/or processes various records and report such as e-mails, letters, and memorandums.

Refers to files, budget, policy and procedure manuals, computer manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as typewriter, fax machine, copier, shredder, computer, etc.

Uses a variety of supplies such as office materials, etc.; and a variety of computer software such as Microsoft Word, Microsoft Outlook, etc.

Interacts and communicates with various groups and individuals such as the Town Manager, department heads, Council members, elected officials, employees, and the general public.

### **ADDITIONAL JOB FUNCTIONS**

Serves as a Notary.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires an Associate's degree in public relations, communications or other relevant field supplemented by two to three years of responsible administrative work experience, preferably in a local government setting; or an equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment, including computers, typewriters, audio tape recorders, copiers, calculators, etc. Requires the ability to exert up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work. Light Work usually requires walking or standing to a significant degree.

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**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

**Language Ability:** Requires the ability to read a variety of policy and procedure manuals, computer manuals, correspondence, etc. Requires the ability to enter data into computer and prepare records, reports, correspondence, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Must be able to speak with poise, voice control, and confidence and to articulate information to others.

**Intelligence:** Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions. Requires the ability to make independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give oral and written instructions, to counsel and teach employees. Must be able to communicate effectively and efficiently with co-workers and the general public.

**Numerical Aptitude:** Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio, and proportion.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape, and visually read various information.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

**Manual Dexterity:** Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

**Physical Communication:** Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

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### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, policies, and procedures of the Town Manager's Office as they pertain to the performance of duties of the Executive Secretary. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the Town and of related departments and agencies. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Has knowledge in the areas of records management and other specific functions of the position. Has excellent administrative, organizational, secretarial, customer service, and clerical skills. Is able to coordinate specific administrative programs and projects as assigned. Has knowledge of modern office practices and equipment. Has knowledge of and skill in the maintenance of efficient filing systems. Has knowledge of proper English usage, vocabulary, punctuation, and spelling; has knowledge of basic mathematics. Is able to use computers for word processing, data processing, and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to meet the public in a professional manner and provide information and assistance. Is capable of working under stressful conditions as required. Is able to effectively handle multiple assignments simultaneously. Has knowledge of how to react calmly and quickly in emergency situations.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work:** Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability:** Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

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**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others:** Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping:** Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**